



## **GENERAL TERMS AND CONDITIONS OF SALE**

*Hotel les Bruyères, Company MBF Sarl.*

### **ARTICLE I: Application of the general terms and conditions of sale**

These general terms and conditions apply to the services provided by the establishment. All reservations therefore imply the client's full and unreserved acceptance of these conditions to the exclusion of any other document such as prospectuses, commercial documents, etc.

### **ARTICLE II : Reservation**

#### **The reservation :**

Reservations, whatever their origin, will be payable in euro (€) only.

Hotel Les Bruyères accepts the following credit cards: Visa, Mastercard, and has a secure reservation system (SSL Certificate) that protects and encrypts all sensitive data transmitted at the time of booking to prevent disclosure to a third party.

The reservation request can be made via the website [www.alpedhuezhotel.com](http://www.alpedhuezhotel.com) or by telephone.

For the purposes of check-in and reservation the hotel les Bruyères will request credit card details, a telephone number and an email address in order to send a summary of the order. A **prepayment corresponding to 100%** of the reservation will be required for the reservation to be validated.

### **ARTICLE III : Organisation of the reservation**

**Arrival time:** from 17 p.m.

In case of arrival after 9 pm, the reception must be notified.

**Departure time:** 11 a.m.

Exceeding the departure time may result in an additional night's accommodation being charged.

In the event that the customer had not booked breakfast at the time of booking his or her stay, he or she may book it on the spot and cancel it at the latest the day before, deadline 21 p.m. Beyond this time, the hotel reserves the right to charge for breakfast even if it is not consumed.

## **ARTICLE IV: Cancellation**

### **Cancellation :**

**Up to 14 days before** the start date of the stay and whatever the reason, the **full amount will be refunded.**

**Below 14 days before** the start date of the stay and whatever the reason **the entire stay is due.**

A promotional stay will be due in full regardless of the date of cancellation.

For bookings made via the website of our partners, the cancellation must be made via this website. The cancellation conditions that apply are then specific to the partner and may therefore be different from those of the Hotel Les Bruyères.

## **ARTICLE V: Prices**

Rates are expressed in euros including all taxes. The prices confirmed on the booking request are firm.

## **ARTICLE VI : Promotional stay**

Internet promotions are non-cumulative, non-changeable and non-cancellable and are valid for the price and dates indicated. Any modification or cancellation is impossible after booking. In case of cancellation, the full amount of the stay is due.

## **ARTICLE VII : Method of payment**

The conditions of payment of the price are as follows:

At the beginning of the stay, the customer's account will be debited for the remaining amount of the reservation initially planned. The payment of the tourist tax and extras (parking, extra bed, breakfast) will be paid by the client before departure.

### **ARTICLE VIII : Insurance - damage - breakage - theft**

The client must ensure the safekeeping of his goods and materials. The customer must inform the establishment of any damage he may have caused. He is responsible for all damage caused by his intermediary and undertakes, in the event of damage to the premises made available (room, common areas) to bear the costs of repair.

### **ARTICLE IX : Obligations**

The client undertakes not to invite any outside person without the establishment's authorisation. The client undertakes to respect all the rules and regulations of the establishment (in particular the smoking ban). The customer will take care not to disturb the operation of the establishment or to affect the safety of the establishment and the people in it.